

## Office of the National Ombudsman FY 2002 Rating Criteria for Federal Agencies

1. Timeliness in responding to small entity comments.
  - Over 30 days
  - Over 60 days
  - Over 90 days
  - Over 120 days
  - More than 120 days
2. Quality of Response to small entity comments.
  - The agency addressed the questions posed in ONO's letter to them forwarding the comment.
  - The agency response came from a high-level representative, i.e., someone from the SBREFA office at the agency or someone from the program office directly related to the comment.
  - The agency provided detailed information showing that they looked into the facts of the specific comment and the actions of the individual(s) agency personnel involved in the enforcement activity.
3. Agency non-retaliation policy.
  - The agency provides written notification of SBREFA rights to small business concerns.
  - The agency has adopted a written non-retaliation policy.
  - The agency ensures its employees are aware of its non-retaliation policy.
  - The agency ensures small entities are aware of its non-retaliation policy.
  - Agency employees and small entities are aware of the consequences of not adhering to the agency non-retaliation policy.
4. The agency provides regulatory enforcement compliance assistance.
  - The agency provides small entities with a compliance assistance telephone number.
  - The agency provides a compliance assistance website.
  - The agency makes a compliance assistance employee available to small entities.
  - The agency provides compliance assistance education.
  - The agency assists in disseminating information about the Ombudsman's office.
5. The agency participates in RegFair hearings and meetings when issues\* related to their mission are presented in testimony.
  - More than 90% of the time.
  - More than 80% of the time.
  - More than 70% of the time.
  - More than 60% of the time.

\*If no issues related to the agency's mission are presented during the fiscal year, this criteria will be rated as not applicable.